About the User: Liz had limited experience using Archive.org from her experiences in Library School. Currently Liz is a UX researcher for an agency.

> **Key findings:**
> - User felt the collections on the homepage had low visibility.
> - Poor quality logos on collection tiles were distracting for the user.
> - The long, exposed list of topics was overwhelming for the user and inhibited her ability to find other filter types.
> - Dropdown for date on the sort bar surprised her, she wanted to see more of an indication on the sort bar itself that additional options were available.
> - Once in the date type selector on the sort bar, the user wished that there were more granular options such as a range of dates.
> - The user found the media type categories to be more restrictive than she had expected.
> - User would have liked the 'About' tab in the collections area to have given her a better starting point for using the collection.
> - User expected the collection information to populate in the collection page after hitting the 'more' link rather than opening a new page.

Testing Notes

Task 1: Please go to Archive.org
Task 2: Please go to the 'American Libraries' Collection
Task rating: 8 (clear for the user but potentially hard for other users)

Step A: Complete the task above
Liz's impression of the site was that there were a number of search bars for her to choose from on the homepage. She then scrolled down and found the collection. She felt like the top collections were easy for her to find, but might have been less visible to those who didn't take the time to scroll.

Step B: What are your first impressions of this page?
Liz liked being able to quickly learn about the collection in the collection header. She also liked the large collection tiles with the item counts and logos, but she was put off by the varying quality levels of the logos.

Liz found the full exposed list of Topics to be overwhelming, and wished that she could see all of the tags quickly in one place. She noted that she did not think that she would have figured out that filtering by language was possible unless she had been asked to explore the page, which caused her to scroll much further than she would have normally. The topic icons felt familiar for her and useful.

In looking around the page Liz discovered the sort bar, as well as the date dropdown which surprised her. Upon sorting by date she was surprised by the change from a results list that was heavy with collections to one that was almost exclusively items. She also thought that there would be a way to filter by a range of dates.

Initially she did not expect to see a dropdown menu under dates.

Task 3: How do you think the items in this collection are currently ordered?
Addressed in the previous task

Task 4: How would you view only items that are in English in this Collection?
Addressed in the previous task

Task 5: How would you find an image of "Children Reading" in this collection?
Task rating: 4 (relatively easy to search and filter, however the results were surprising for her)
Liz began her search by using the Search the Collection search bar, however she had expected to see more images as opposed to text in the results based on her previous experiences with other digital collections.

Liz then filtered her results by images. She felt that she had completed this task by this point, however she was surprised that many of the book images that she saw in the previous search not appear after the image filter had been applied. Due to the graphic and illustrative nature of books and ephemera she had expected more items to fall under the category of images.

Looking around the page Liz was also curious about how effective her search would have been starting off with topics rather than a search and narrow by media type. In the topics list the meaning of the numbers was not clear to Liz, one of her thoughts was that the numbers indicated the number of sub topics, rather than the number of items with that tag.

Task 6: Item Details Page
No task rating
Liz expected to see the same image as the thumbnail in the book reader (in this case the cover) rather than the title page. She quickly found and identified the actions on the media player.

Liz liked the layout of the metadata and also quickly found the collection provenance. She was surprised by the number of download options, but was quickly able to download and locate a filetype she was interested in. Overall the page felt familiar to her and easy to use.

Task 7: Where would you go to find out more information about one of the collections?
Task rating: 10 (easy)
Addressed in the task above

Task 8: Please find and go to one of the Archive's software collections
Task rating: 8 (relatively easy)
Liz remembered scrolling through the media types in the navigation bar when she first visited Archive.org, so she returned to the navigation bar to look for software. When she clicked the software icon she was surprised to see the submenu open from above the navigation bar instead of from below. She was also intrigued by the large avatars for the featured collections. The list of featured was collections was harder to understand, she also felt unsure of if this was the full list of all software collections in the archive.

She did worry that some users might not be able to correctly identify the software icon, and might think of it more as a save button

Task 9: Where would you go to find out more information about this collection?
Task rating: 8 (easy)

Step A: Where would you find more information on the collection
Liz quickly found the collection description and clicked on the 'More' button. She had expected the 'More' link to expose more information rather than to bring her to the about Tab.

Step B: First Impressions of About Page
She liked the suggested games in this About page, but wished that there had just been a smaller number of games to get started with.

Follow-up Questions

1. How did this interface match with your expectations of using Archive.org, what parts were easy to use and behaved as expected?
   Liz felt that everything behaved the way she thought it would and that the UI felt similar to other digital collections (NYPL, etc). Iconography felt helpful.

2. In what ways did this interface not match your expectations of using Archive.org, what parts were hard to use, or weren't quite clear to you?
   Liz felt like there would be a few aspects regarding hierarchy that she would have to learn specifically about Archive.org: especially what types of items might fall into each mediatype. Additionally Liz mentioned that the filters list felt too long on the collection page. Liz was interested in different ways to filter, inspired by the Flickr commons.

3. If you could change one thing about Archive.org, what would you change?
   Liz would enable items or parts of items to have multiple media types attached to them (eg. a print *in* a book)

4. Have you ever created an account on Archive.org, or would you? Why or why not?

Liz thought that accounts would be most useful as a way to save items and share appreciation with the uploading institutions.